

1 BILL NO. S-94-03-*20*

2 SPECIAL ORDINANCE NO. S-2194

3 AN ORDINANCE approving AUTOMATIC
4 CALL DISTRIBUTION SYSTEM CONTRACT
between GTE TELECOM MARKETING
CORPORATION and the City of Fort
Wayne, Indiana, in connection with
the Board of Public Works.

5
6 NOW, THEREFORE, BE IT ORDAINED BY THE COMMON COUNCIL
7 OF THE CITY OF FORT WAYNE, INDIANA:

8 SECTION 1. That the CONTRACT FOR AUTOMATIC CALL
9 DISTRIBUTION SYSTEM by and between GTE TELECOM MARKETING
10 CORPORATION and the City of Fort Wayne, Indiana, in
11 connection with the Board of Public Works, for:

12 purchase of a call routing and
13 distribution system for City
Utilities Customer Service,
and

14
15 the contract price is Sixty-Seven Thousand Two Hundred
16 Forty-Seven and no/100 Dollars (\$67,247.00), all as more
17 particularly set forth in said Contract, which is on file
18 in the Office of the Board of Public Works and, is by
19 reference incorporated herein, made a part hereof, and is
20 hereby in all things ratified, confirmed and approved.
21 Two (2) copies of said Resolution are on file with the
22 Office of the City Clerk and made available for public
23 inspection, according to law.

24 SECTION 2. That this Ordinance shall be in full
25 force and effect from and after its passage and any and
26 all necessary approval by the Mayor.

27
28 Cletus R Edmonds
29 Council Member

30 APPROVED AS TO FORM
31 AND LEGALITY

32 J. Timothy McCaulay
J. Timothy McCaulay, City Attorney

REMOVE FROM BOTTOM STUB BEFORE FILLING OUT THIS SECTION**GTE Telephone Operations****COMMUNICATIONS SYSTEM AGREEMENT**

FORM 90004060 (12-92)

DISTRIBUTION:
 White - Accounting
 Yellow - Customer
 Pink - Maintenance Contract Control Center
 Goldenrod - File

		THIS AGREEMENT IS MADE BETWEEN				
A	Customer (subsequently referred to as "Customer"):			B	GTE Entity (subsequently referred to as "GTE"):	
CUSTOMER NAME		GTE ENTITY NAME				
City of Fort Wayne		GTE Telecom Marketing Corporation				
EQUIPMENT LOCATION STREET ADDRESS		STREET ADDRESS				
1 Main Street		11611 N. Meridian Street, Suite 400				
CITY	STATE	ZIP CODE	CITY	STATE	ZIP CODE	
Fort Wayne	IN	46801	Carmel	IN	46032	
BILLING STREET ADDRESS		CUSTOMER HELPLINE TELEPHONE NUMBER				
1 Main Street		1-800-331-2883				
CITY	STATE	ZIP CODE	REPAIR SERVICE TELEPHONE NUMBER			
Fort Wayne	IN	46801	1-800-BOC-GTE1			
CONTACT NAME	CONTACT TELEPHONE NUMBER			GTE REPRESENTATIVE NAME	TELEPHONE NUMBER	
Douglas Lehman	219-427-1349			Kevin W. Vail	219-461-3403	
2	PURCHASE CHOICES			3	PRICE	
<input checked="" type="checkbox"/> Direct Purchase or <input type="checkbox"/> Third Party Lease/Finance			System Price \$ 67,247.00 <input type="checkbox"/> Additional Warranty \$ _____ <input type="checkbox"/> Prepaid Maintenance \$ _____ <input type="checkbox"/> Applicable Taxes (estimate) \$ _____ Total Price \$ _____			
<input type="checkbox"/> GTE Installation of the System Included <input type="checkbox"/> Tax Exempt Number: _____			Down Payment \$ _____ Balance Due \$ _____			
4	ADDITIONAL WARRANTY					
For the warranty period of a System installed by GTE, GTE will provide warranty maintenance services during GTE's normal business hours, Monday through Friday, excluding GTE-observed holidays. GTE will respond during these times to maintenance requests for major System failures within _____ hours of notice. When checked below, GTE will provide the following additional warranty coverage.						
<input type="checkbox"/> Around-the-Clock Warranty \$ N/A Extends Office Hours warranty coverage to 24-hour coverage for major failures.						
<input type="checkbox"/> Warranty Plus \$ N/A Extends initial warranty period by: <input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years (select one) Customer selects the following maintenance plan for Warranty Plus: <input type="checkbox"/> Office Hours <input type="checkbox"/> Around-the-Clock (select one)						
5	MAINTENANCE					
Customer purchases after-warranty maintenance services under the Maintenance Plan and Payment Option selected below.						
A	Type of Maintenance Plan (Select One)					
<input type="checkbox"/> Office Hours <input type="checkbox"/> Around-the-Clock						
GTE's Maintenance Services Guarantee						
If, for any reason, you are not satisfied with our Maintenance Services and wish to cancel maintenance coverage, GTE will refund the unused portion of prepaid Maintenance Services. Simply notify GTE in writing at least thirty (30) days prior to cancellation.						
B	Maintenance Payment Options (Select One)					
<input type="checkbox"/> Prepaid Maintenance – Discounted maintenance paid in advance \$ _____ <input type="checkbox"/> Deferred Maintenance – Billing for maintenance, at today's price, is deferred until warranty expiration \$ _____						

REMOVE FROM BOTTOM STUB BEFORE FILLING OUT THIS SECTION

EQUIPMENT DESCRIPTION

6

System Type:

Quantity	Material Code	Item Description	Initial Warranty (In Months)
1		Controller Software for 11-20 Users	12
22		BRI Adapters	12
20		Agent Workstation Windows Software	12
1		Voice Service Module - 4 Port	12
1		VSM 9 Pin Cable	12
1		Informix Wiring Version 1	12
1		Informix On Line Runtime Version 4.0	12
1		Informix SQL Runtime Version 4.0	12
1		Informix ESQL/C Runtime Version 4.0	12
1		SCO Oper. Desktop Personal System Version 1.1	12
1		System Administration Course	12
		Teloquent ACD IVR System	

Total Training Hours Allocated:

See attached Equipment Description if equipment is not listed above.

7

ATTACHMENTS

Attachment: _____ : _____

Attachment: _____ : _____

Attachment: _____ : _____

Attachment: _____ : _____

8

AGREEMENT

GTE sells and Customer purchases the communications system (the "System") and the installation, warranty and maintenance services shown on page 1 and described more fully on the reverse sides of pages 1 and 2 and referenced attachments. This Agreement includes important provisions concerning limitations of liability, warranties, and responsibility for long distance, toll and other telecommunications charges incurred through use of the System. This Agreement is effective on the date accepted by GTE.

A	Agreed to by Customer:	B	Accepted by GTE:
SIGNATURE		SIGNATURE	
PRINTED NAME			PRINTED NAME
TITLE	DATE	TITLE	DATE

FOR GTE USE ONLY

Customer Account Number

Service Order Number

Customer P.O. Number (if applicable)

Read the first time in full and on motion by Edmonds, seconded by _____, and duly adopted, read the second time by title and referred to the Committee on Judson (and the City Plan Commission for recommendation) and Public Hearing to be held after due legal notice, at the Common Council Conference Room 128, City-County Building, Fort Wayne, Indiana, on _____, the _____ day of _____, 19_____, at _____ o'clock M., E.S.T.

DATED: 3-22-94.

Sandra E. Kennedy
SANDRA E. KENNEDY, CITY CLERK

Read the third time in full and on motion by Edmonds, seconded by _____, and duly adopted, placed on its passage.
PASSED LOST by the following vote:

	AYES	NAYS	ABSTAINED	ABSENT
TOTAL VOTES	<u>6</u>			<u>3</u>
BRADBURY	<u>✓</u>			
EDMONDS	<u>✓</u>			
GIAQUINTA				<u>✓</u>
HENRY				<u>✓</u>
LONG				<u>✓</u>
LUNSEY	<u>✓</u>			
RAVINE	<u>✓</u>			
SCHMIDT	<u>✓</u>			
TALARICO	<u>✓</u>			

DATED: 4-26-94.

Sandra E. Kennedy
SANDRA E. KENNEDY, CITY CLERK

Passed and adopted by the Common Council of the City of Fort Wayne, Indiana, as (ANNEXATION) (APPROPRIATION) (GENERAL)
(SPECIAL) (ZONING) ORDINANCE RESOLUTION NO. 8-21-94
on the 26th day of April, 1994

ATTEST:

(SEAL)

Sandra E. Kennedy
SANDRA E. KENNEDY, CITY CLERK
Kathyde Estep, Deputy Clerk

PRESIDING OFFICER

Presented by me to the Mayor of the City of Fort Wayne, Indiana, on the 27th day of April, 1994, at the hour of 3:00 o'clock P.M., E.S.T.

Sandra E. Kennedy
SANDRA E. KENNEDY, CITY CLERK

Approved and signed by me this 28 day of May, 1994, at the hour of 9:45 o'clock P.M., E.S.T.

PAUL HELMKE, MAYOR



The City of Fort Wayne

Paul Helmke, Mayor

DIVISION OF FINANCE AND ADMINISTRATION CITY COUNCIL COVER LETTER

To: City Council Members
From: Douglas M. Lehman, City Controller *[Signature]*
Date: March 22, 1994
Subject: Introduction of GTE Ancillary Telecommunications Contracts

J-54-03-20

Subsequent to your approval of the KLF internal wiring and GTE network services contracts on March 8, the attached documents are 6 ancillary GTE contracts for various pieces of hardware and software that I described in my presentation to Council on March 8. The purchase of these items will be financed by the seven year telecommunications lease for \$1,615,000 that is being introduced on March 22, also. The GTE contracts are detailed as follows:

1	Telephone Instruments and Consoles	\$197,268
2	External Fiber Optic Cable	254,583
3	Internal Fiber Backbone	82,200
4	Automatic Call Distribution System	67,247
5	Call Accounting System	36,890
6	Patch Cords	<u>37,725</u>
GTE Total		<u>\$675,913</u>

Item 1 is for approximately 850 telephones of varying types for the new system.

Item 2 is for the fiber optic cable that runs under the streets between the City-County Building and the Lafayette Complex, and from the Lafayette Complex to the Police Operations Center.

Item 3 is for the fiber optic cable inside the City-County Building and the Police Operations Center, the cable that runs from floor to floor.

Item 4 is for a call routing and distribution system for City Utilities Customer Service and other areas. It is a productivity platform to allow each of our customer service representatives to serve more customers each day. This system can and will be used in a number of other customer service areas such as the Police Department and the Citizen's Advocate Office.



Item 5 is for the system that allows for cost allocation and charge-back of all telecommunications and long distance charges to departments. In addition, it will allow us to constantly configure and reconfigure the system to our needs within GTE's DMS-100 digital switch.

Item 6 is for the patch cords that will connect the fiber optic cable that enters the City-County Building and the Police Operations Center to the fiber electronics system of mutliplexers.

All six contracts are essential for the appropriate functioning of the new telecommunications system approved by City Council on March 8. We are on a very tight timeline to get the Police Operations Center fully functional by July 1, 1994, and these contracts are key elements of that timeline and strategy. We ask your approval of all six contracts and authorization for the Mayor or myself to execute the contracts subsequent to your approval of the ordinance, and signing of that ordinance by the Mayor. Thank you.

DIGEST SHEET

TITLE OF ORDINANCE SPECIAL ORDINANCE
DEPARTMENT REQUESTING ORDINANCE BOARD OF PUBLIC WORKS
SYNOPSIS OF ORDINANCE APPROVES THE PURCHASE OF A CALL ROUTING AND
DISTRIBUTION SYSTEM FOR CITY UTILITIES CUSTOMER SERVICE, THE POLICE
DEPARTMENT AND THE CITIZEN'S ADVOCATE OFFICE.

EFFECT OF PASSAGE CALL ROUTING AND DISTRIBUTION SYSTEM MAY BE
PURCHASED.

EFFECT OF NON-PASSAGE CALL ROUTING AND DISTRIBUTION SYSTEM CANNOT
BE PURCHASED.

MONEY INVOLVED (DIRECT COSTS, EXPENDITURES, SAVINGS) FINANCED BY THE SEVEN YEAR TELECOMMUNICATIONS LEASE.

ASSIGNED TO COMMITTEE (PRESIDENT) _____

BILL NO. S-94-03-20

REPORT OF THE COMMITTEE ON
FINANCE
CLETUS R. EDMONDS - DONALD J. SCHMIDT - CO-CHAIR
ARCHIE L. LUNSEY
DAVID C. LONG

WE, YOUR COMMITTEE ON FINANCE TO WHOM WAS

REFERRED AN (ORDINANCE) (RESOLUTION) approving AUTOMATIC CALL
DISTRIBUTION SYSTEM CONTRACT between GTE TELECOM MARKETING CORPORATION
and the City of Fort Wayne, Indiana, in connection with the Board of
Public Works

HAVE HAD SAID (ORDINANCE) (RESOLUTION) UNDER CONSIDERATION
AND BEG LEAVE TO REPORT BACK TO THE COMMON COUNCIL THAT SAID
(ORDINANCE) (RESOLUTION) _____

DO PASS DO NOT PASS ABSTAIN NO REC

	_____	_____	_____
	_____	_____	_____
	_____	_____	_____
	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

DATED: 4-26-94.

Sandra E. Kennedy
City Clerk